

Street lights are Essential Energy and not Council assets but the cost to Council to have street lighting is approximately \$350,000 per year. This covers the cost of the use of the energy network, the annual maintenance of the lights and cost of the energy used to power the lights each year. The service is provided by Essential Energy.

Richmond Valley Council has some 1,500 street lights within its boundaries.

What should I do if a street light is out?

- As Essential Energy is providing this service to Council, all reports of street lighting outages (this includes highways, main roads and pedestrian crossings) should be reported directly to Essential Energy via the web on www.essentialenergy.com.au or telephone 132 080. The details required to enable Essential Energy to affect a repair are listed below:
 - **Location Details of Outage:**
 1. Street name
 2. Suburb or locality
 3. Post code
 4. The name of the nearest cross street
 5. Distance from cross street
 6. Details of any pole markings
 7. Any further details that will enable a repair to be made
 - **Your Details:**
 1. Your name
 2. Your customer number (if known)
 - **Your Contact Details:**
 1. Your phone number
 2. Your email address
 3. Your preferred contact method
- If you are unable to report an outage directly, Council staff will be able to redirect any reports made through its customer service system.

What should I do to request an additional street light?

- Requests for additional street lighting should be directed to Richmond Valley Council with as much supporting information as is available. Each request will be processed and a report to Council will be prepared. Details of circumstances and/or additional signatures /petitions will add weight to the report to Council which may result in consent for the provision of the additional lighting.
- It needs to be recognised that each additional light placement has to be fully funded. Therefore even when the installation funding is provided from an outside source, Council may not accept the ongoing maintenance, use of system and energy charges levied by Country Energy and therefore not give its consent to the provision of the lighting.
- Currently Council is not supporting any requests for additional street lights due to funding restrictions, unless there are exceptional circumstances.

More Information

- Some lighting within the Richmond Valley Council area is installed and maintained by Council, these are generally associated with Council facilities such as parks, sporting grounds, boat ramps and other community facilities. These lights need to be reported directly to Council so an electrician on staff can be contacted to arrange repairs.
- The best method for determining which light is the responsibility of Essential Energy or Council is to determine if the pole has a pole number attached. If it has a pole number attached, then generally it is the responsibility of Essential Energy and if it does not have a pole number attached, it is the responsibility of Council.
- Council staff has access to Essential Energy's network on Council's mapping system and can confirm the location and pole number on any existing street light. Essential Energy can also provide a similar service to confirm which street lights are under its control.